

FISC YOKOSUKA DETACHMENT OKINAWA CONTRACTING

Customer Service Standards

You can expect the following when you do business with us

ACCESSIBLE PERSONNEL

- ◆ *The name and phone number of a FISC Yokosuka Det Okinawa contracting office associate to facilitate processing of your requirements.*
- ◆ *During normal business hours, 0730 – 1615 Monday through Friday, you can reach the following personnel to assist you with your Requisition.*
Contracting Officer DSN 634-9812
634-8280
- ◆ *For urgent requirements outside of normal working hours please contact at 634-8283, 634-8264 or 090-4774-1157. They will contact the appropriate personnel to assist you with your requirement.*

TIMELY SERVICE

- ◆ *Up to \$25,000: 90% within 20 days*
- ◆ *\$25,001 - \$100,000: 90% within 30 days*
- ◆ *Greater than \$100,000: 95% of awards processed on or before planned awarded date established in initial milestone plan*

ON TIME DELIVERY

- ◆ *We will negotiate the best possible delivery date in accordance with your needs. If your required delivery date isn't possible, we'll notify you so you may plan accordingly. Our goal is 100% of deliveries will meet the customers' need.*
- ◆ *Prompt contract administration to secure on-time deliveries. 98% of all deliveries will be in accordance with the contract.*

COURTEOUS SERVICE

- ◆ *Courteous service all of the time.*